

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-03 15-52-51

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
29	29	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

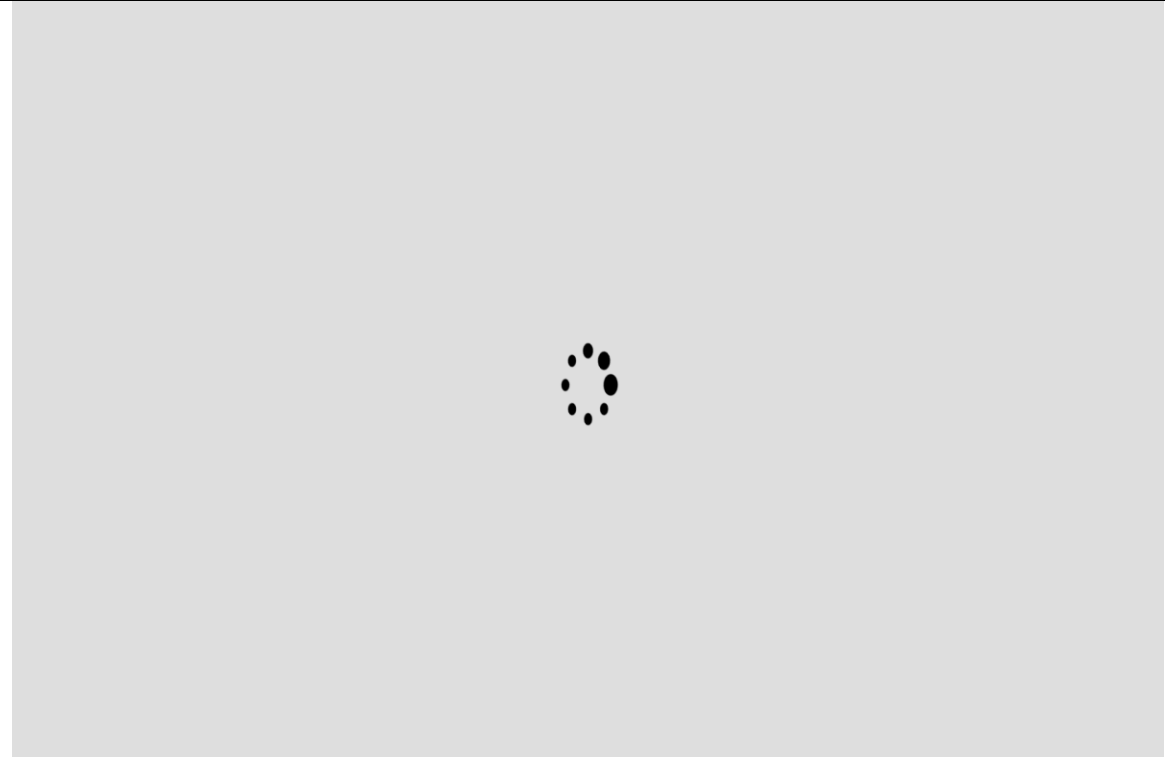
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose ✕ Delete 📖 Bookmark

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:59 PM	200730-000084
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:54 PM	200730-000081
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:49 PM	200730-000079
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061

995 Records

Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200730-000084'. Below this, a toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. The 'Messages' tab is selected in the navigation bar, which also includes 'Summary', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' section has buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry', along with a 'Filter' dropdown and a 'Newest first' sort option. A green banner at the top of the message area reads 'Sys Agent Email Draft Mode'. The email composition area shows 'To: abhi552@gmail.com' and empty 'Cc' and 'Bcc' fields. A loading spinner is visible in the bottom right of the email fields.

Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a navigation bar includes 'Incidents' and a specific incident ID '200730-000084'. A toolbar with icons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' is present. The main content area has tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A green bar indicates 'Sys Agent' and 'Email' in 'Draft Mode'. The email address 'To: abhi552@gmail.com' is entered. Below this are fields for 'Cc' and 'Bcc'. A rich text editor toolbar with various formatting options (bold, italic, underline, etc.) is shown. The text 'We are working on your issue and we will get back to you.' is entered in the message body.

ORACLE Service Cloud

Reference #

Incidents 200730-000084

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Add a Response Add Private Note Add Customer Entry Filter Newest first

Sys Agent Email Draft Mode

To: abhi552@gmail.com

Cc

Bcc

Font Size B I U S A A

We are working on your issue and we will get back to you.

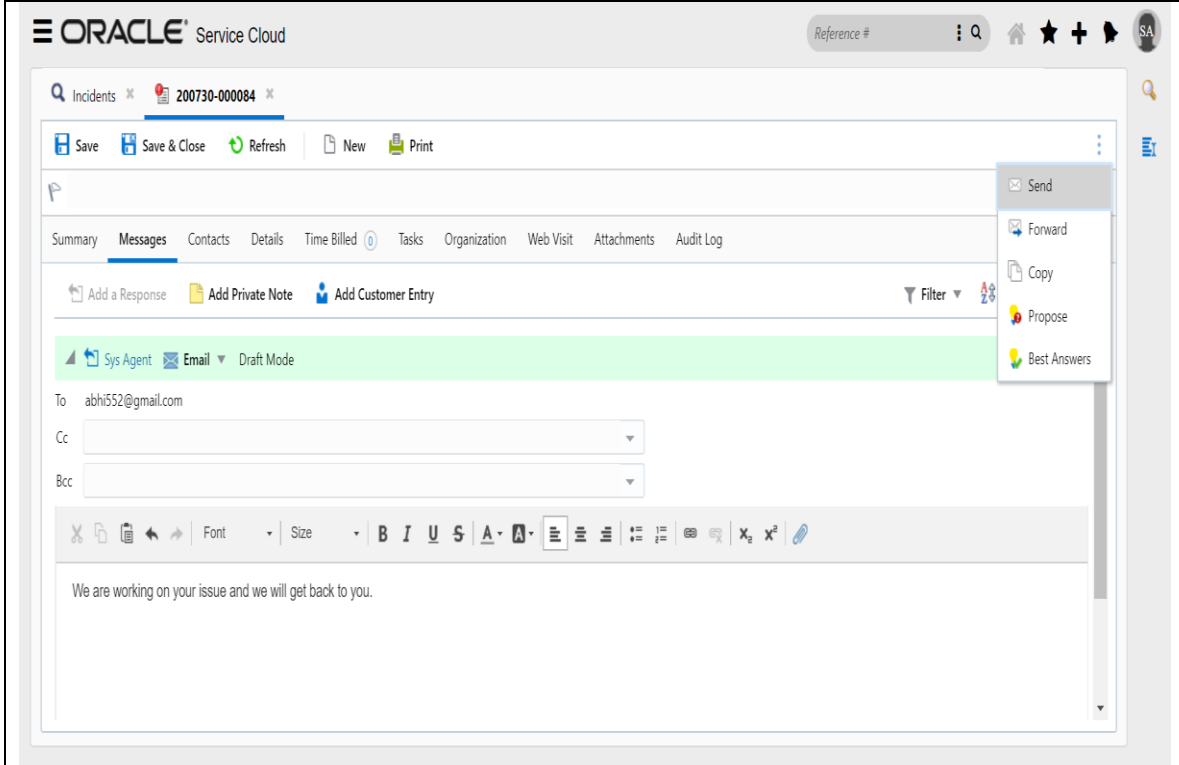
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



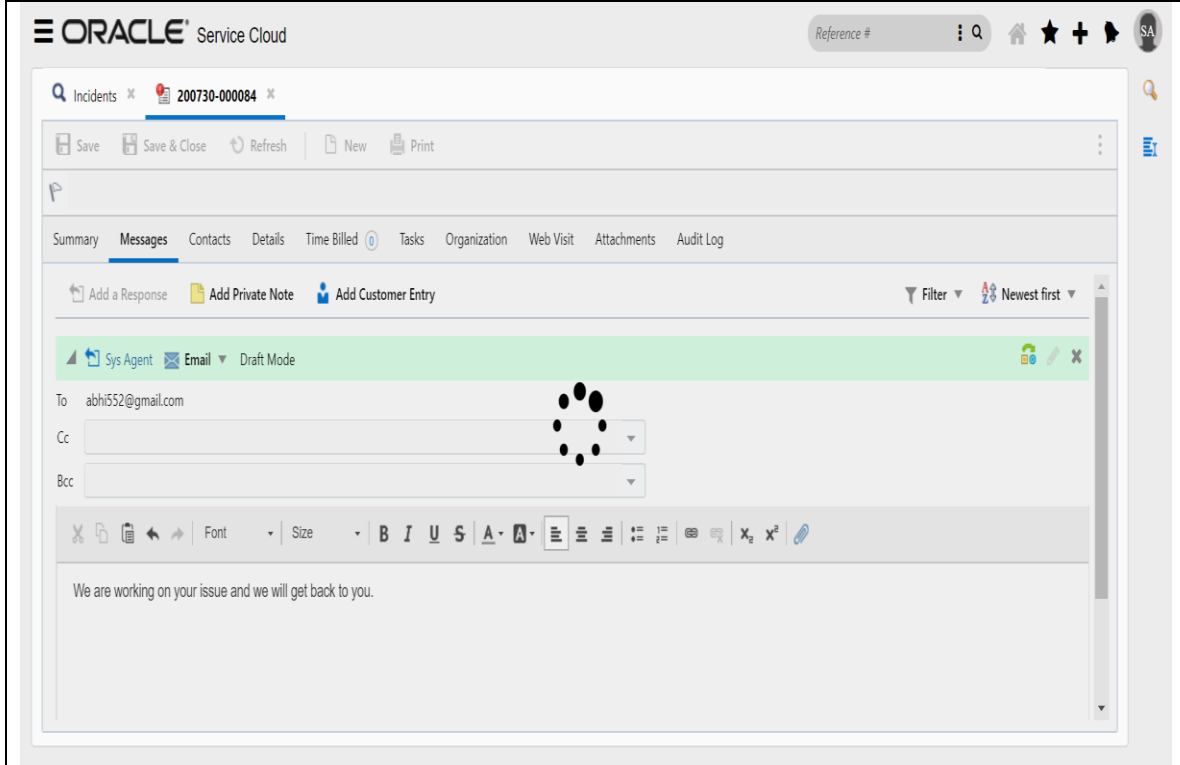
Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass



Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main content area shows an incident record for '200730-000084'. The incident is titled 'Incidents' and has a status of 'Open'. The record includes a 'Summary' tab and a 'Messages' tab. The 'Messages' tab is active, showing a message from 'Sys Agent' dated '08/03/2020 03:53 PM' with the text 'We are working on your issue and we will get back to you.' The interface also features a sidebar with navigation icons and a top bar with user profile information.


Step No:13






Step Description: Waittime



Expected Result: Waittime












Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass

 Service Cloud

Reference #     

 Incidents 

 Search  Refresh  Reset  Open  New  Print  Copy  Assign  Propose  Delete  Bookmark

Incidents

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:59 PM	200730-000084
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995 Records

Sys Agent

Change Password

Help

About

Preferences

Sign Out

Step No:14

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #



